

Job description

Receptionist & Administrator

Location: Kingston

Reports to: MRI Operations Support Manager

Working with: Patients, Clinical & Non-Clinical Colleagues, Radiologists, GPs, Host NHS Trust, Patient Referral Centre, Head Office Support Colleagues

InHealth sees more than 3 million patients each year and diagnostic imaging is one of the busiest services we provide. Our Patient Administrators are a vital part of the InHealth team and they are responsible for making sure our patients receive the best customer service from initial telephone contact, through to arrival on-site and during their procedure.

As a Patient Administrator you will deliver a professional and patient-focused service, working alongside your clinical and non-clinical colleagues in our dynamic and fast-paced sites. As an integral part of our administrative and clinical support team, your skills will help us to deliver on our vision to make healthcare better.

What you will do:

By applying professionalism and expertise, you will play a pivotal role in how we support our patients through their healthcare journey. Using IT systems, you will make sure that our patients feel informed and engaged throughout their diagnostic pathway. As a receptionist, you will also work with clinical colleagues to provide administrative support for the imaging services we provide.

What you are responsible for:

- Providing a welcoming and professional first point of contact for all patients, coordinating their arrival through to departure.
- Dealing with telephone and direct enquiries in a prompt and effective manner, ensuring the provision of information and prioritisation of queries as appropriate.
- Dealing with a high volume of appointment confirmation telephonically and ensuring that all safety questions are asked as per departmental requirements.
- Ensuring that clinically validated appointments are booked appropriately and according to clinical priority on the appointments systems.
- Facilitating efficient patient scheduling and throughput, leading to optimal use of scanning capacity.
- Patient data input into local IT systems.
- On occasion, ensuring all patients are invoiced promptly and accurately and that payment is taken on the day, recorded, and banked promptly.
- Checking the pre-authorisations for insured patients.
- Participating in governance activities, audits, personal development, and team meetings.

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- Ensuring due regard is given to the customs, values, and spiritual beliefs of patients, making sure their views are sought and respected.
- Maintaining a clean and safe working environment.
- Complying with ISO standards in respect of information security management.
- Reporting all incidents and complaints in line with company policy. [remove to your Line Manager. you will have policy to cover you on this, and Sentinel will automatically defer to you -
- Clarifying patient's identification and completing the pre-scan consent and data protection form as required.

What people see in you:

- A team player who is supportive, reliable, and trustworthy.
- Great organisational skills with a proven ability to plan.
- Someone who can be flexible and adapt to their working environment.
- A great communicator at all levels, written and verbal.
- Someone who is approachable, dedicated, and hardworking.
- An individual who is empathetic and cares about people.
- An individual who can multi-task in a busy environment.
- An individual who can remain calm under pressure and when dealing with challenging situations.
- A team player who can use initiative.

You will:

- Be skilled at reception and administration processes and proficient with Microsoft packages.
- Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively.
- Conduct yourself in a professional manner with both patients and colleagues.
- Have good listening skills with an ability to present information logically.
- Be able to demonstrate an appreciation of patient care and confidentiality.
- Understand data protection and its importance in the workplace.
- Have a proven level of accuracy and attention to detail.
- Be flexible in your working patterns to fulfil clinical requirements and be willing to adjust these at short notice to accommodate unexpected changes.

You have experience of:

- Working within a customer or patient focused environment.
- Using Microsoft packages and other IT systems.
- Working independently and as part of a wider team.
- Using effective communication skills with customers and the public.
- Working with multi-skilled colleagues as part of a multi-disciplinary team.
- Good typing skills.
- Experience in dealing with patient queries in a healthcare environment.

Other key parts of the Receptionist & Administrator's role:

- You should be able to work without risk if in a clinical area in respect of the equipment being used (no metallic implants, pacemaker etc.)

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- There may be instances where our Patient Administrators need to work additional hours or outside their region to support the operational requirements of the business.

- Department service hours are from:
 - 06h45 to 21h00 Monday - Friday
 - 07h15-19h30 Saturday, Sunday and Bank Holidays. This is currently under review to change to 20h00

Please consider travel arrangements / timings before applying for the position.